

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	65762	e\$1mail or electronic near2 (mail\$1 or messag\$3)	US-PGPUB ; USPAT	OR	OFF	2005/08/12 12:28
L2	37498	multiple with (repl\$3 or response\$1)	US-PGPUB ; USPAT	OR	OFF	2005/08/12 12:28
L3	3043	l1 and l2	US-PGPUB ; USPAT	OR	OFF	2005/08/12 12:28
L4	284	l1 same l2	US-PGPUB ; USPAT	OR	OFF	2005/08/12 12:29
L5	1218	l1 same conversation\$1	US-PGPUB ; USPAT	OR	OFF	2005/08/12 12:30
L6	116	(l4 or l5) same (pars\$3 or divid\$3 or separat\$3)	US-PGPUB ; USPAT	OR	OFF	2005/08/12 12:50
L7	1598	l1 with (nest\$3 or embed\$3)	US-PGPUB ; USPAT	OR	OFF	2005/08/12 12:45
L8	2	l2 same l7	US-PGPUB ; USPAT	OR	OFF	2005/08/12 12:46
L9	1901	l1 with (pars\$3 or analyz\$3)	US-PGPUB ; USPAT	OR	OFF	2005/08/12 12:48
L10	2	l2 same l9	US-PGPUB ; USPAT	OR	OFF	2005/08/12 12:47
L11	20	l9 and conservation\$1	US-PGPUB ; USPAT	OR	OFF	2005/08/12 12:47
L12	5	l4 same (pars\$3 or analyz\$3)	US-PGPUB ; USPAT	OR	OFF	2005/08/12 13:09
L13	3689	l1 with (pars\$3 or divid\$3 or separat\$3)	US-PGPUB ; USPAT	OR	OFF	2005/08/12 12:50
L14	275	l13 same (component\$1)	US-PGPUB ; USPAT	OR	OFF	2005/08/12 13:10
L15	23	l2 and l14	US-PGPUB ; USPAT	OR	OFF	2005/08/12 12:51
L16	1901	l1 with (pars\$3 or analyz\$3)	US-PGPUB ; USPAT	OR	OFF	2005/08/12 13:10
L17	147	l16 same (component\$1)	US-PGPUB ; USPAT	OR	OFF	2005/08/12 13:10
L18	7268	(originator or individual) near2 message\$1	US-PGPUB ; USPAT	OR	OFF	2005/08/12 13:11
L19	217	l16 and l18	US-PGPUB ; USPAT	OR	OFF	2005/08/12 13:11

L20	24	I16 same I18	US-PGPUB ; USPAT	OR	OFF	2005/08/12 13:11
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STIC Search Report

EIC 2100

STIC Database Tracking Number: 162375

**TO: Jacques Veillard
Location: RND 3A30
Art Unit : 2165
Friday, August 12, 2005**

Case Serial Number: 09/941105

**From: David Holloway
Location: EIC 2100
RND 4B19
Phone: 2-3528**

david.holloway@uspto.gov

Search Notes

Dear Examiner Veillard,

Attached please find your search results for above-referenced case.
Please contact me if you have any questions or would like a re-focused search.

David

Set	Items	Description
S1	39563	EMAIL? OR (E OR ELECTRONIC OR DIGITAL) () (MAIL? OR MESSAG?)
S2	2881	S1(3N) (COMPOUND? OR NESTED OR FORWARD? OR ATTACHMENT? OR E-MBED? OR INTEGRAL? OR (WITHIN OR PART() "OF" OR ENTWINED OR BURIED) (N) (BODY OR TEXT))
S3	1393302	PARS? OR TOKENI? OR INDEX? OR MAP OR MAPPING OR MAPS OR MAPPED OR SPLIT OR SPLITS OR SPLITTING OR SEPARAT?
S4	1029688	STRIP? OR REMOV? OR REWRIT? OR REFORMAT? OR REARRANG? OR STANDARDI? OR NORMALI? OR FORMATTING
S5	974163	SPAM? OR COMPLAINT? OR HELP()DESK? OR PROBLEM? OR (ERROR OR FAULT) (N)REPORT? OR UNSOLICITED OR UNWANTED
S6	1304101	HEADER? OR BODY OR TEXT? OR ADDRESS? OR SOURCE(N)IP OR COMPONENT? OR (SECOND OR 2ND OR FIRST) ()LINE?
S7	745465	CATALOG? OR CATEGORI? OR FILTER? OR SORTS OR SORTED OR SORTING OR RANK? OR SORTING OR HANDLE OR HANDLING OR HANDLES
S8	7665	(AUTOMATE? OR PROGRAM? OR APPLICATION? OR TOOL OR TOOLS OR SOFTWARE? OR MODULE? OR AGENT? OR BOT OR BOTS OR ROBOT) (3N) (SPAM? ? OR (UNWANTED OR UNSOLICITED) (N)S1 OR HELP OR ASSISTANC? OR HELPDESK)
S9	7	S2(8N) (S3 OR S4) (10N)S5
S10	2	S2(8N) (S3 OR S4) (S)S8
S11	139	S2(5N) (S3 OR S4)
S12	91	S2(5N)S7(10N) (S3 OR S4 OR S5 OR S6 OR S8)
S13	35	S11(10N) (S5 OR S6 OR S7 OR S8)
S14	79	S2(5N)S7
S15	110	S9 OR S10 OR S13 OR S14
S16	96	S15 AND IC=(G06F OR H04L)
S17	48	S16 NOT AD=20010515:20040515
S18	48	S17 NOT AD=20040515:200509091
File 348:EUROPEAN PATENTS 1978-2005/Jul W05		
(c) 2005 European Patent Office		
File 349:PCT FULLTEXT 1979-2005/UB=20050811,UT=20050804		
(c) 2005 WIPO/Univentio		

18/3,K/45 (Item 34 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00501633

E-MAIL FILTER AND METHOD THEREOF

FILTRE A COURRIERS ELECTRONIQUES ET PROCEDE ASSOCIE

Patent Applicant/Assignee:

ACCEPTED MARKETING INC,

Inventor(s):

KOPANS David,

STOJANOFF George,

MCCORMICK William B,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9932985 A1 19990701

Application: WO 98US26233 19981222 (PCT/WO US9826233)

Priority Application: US 97995860 19971222; US 9891935 19980707

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM
HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW
MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW GH
GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES
FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN GW ML MR NE SN
TD TG

Publication Language: English

Fulltext Word Count: 10950

Main International Patent Class: **G06F-013/38**

International Patent Class: **G06F-015/17**

Fulltext Availability:

Detailed Description

Detailed Description

... this e-mail is
automatically added to the discard filter 12. During the next
master **filter** update, this new junk **e - mail** address will be
forwarded to the Delta **Filter** Server 22. E-mail 40 passes
through the automatic discard filter 12 and is stopped...

...e-mails from the same
sender will be sent to trash. During the next master **filter**
update, this new **e - mail** would be **forwarded** to the Delta **Filter**
Server 22. E-mail 42 passes through the automatic discard filter
12 and is stopped...spam message, they need only
to press a button to submit it to the Collaborative **Filter**. This
simple action **forwards** the junk **e - mail** to a mailbox (e.g.

spam@isp.net) where it is examined by the Submittal...will have a
mechanism for forwarding a piece
of junk e-mail to the Collaborative **Filter**. This mechanism will
forward the junk **e - mail** message to a defined mailbox for handling
junk e-mail (e.g. spam@isp.net...

...spam filter. Examples of such messages are
system administration broadcast messages and mailing lists.

The **spamSubmito** routine submits **spam** to the **Spam**
Filter in the following fashion.

1. The **forwarded** junk **e - mail** is **parsed** from the
submission e-mail sent by an end user.

2. The Submittal **Filter** is...

Set	Items	Description
S1	31063	EMAIL? OR (E OR ELECTRONIC OR DIGITAL) () (MAIL? OR MESSAG?)
S2	1028	S1(3N) (COMPOUND? OR NESTED OR FORWARD? OR ATTACHMENT? OR EMBED? OR INTEGRAL?)
S3	1807219	PARS? OR TOKENI? OR INDEX? OR MAP OR MAPPING OR MAPS OR MAPPED OR SPLIT OR SPLITS OR SPLITTING OR SEPARAT?
S4	2040731	STRIP? OR REMOV? OR REWIT? OR REFORMAT? OR REARRANG? OR STANDARDI? OR NORMALI? OR FORMATTING
S5	3059575	SPAM? OR COMPLAINT? OR HELP()DESK? OR PROBLEM? OR (ERROR OR FAULT) (N)REPORT? OR UNSOLICITED OR UNWANTED
S6	5149513	HEADER? OR BODY OR TEXT? OR ADDRESS? OR SOURCE(N)IP OR COMPONENT? OR (SECOND OR 2ND OR FIRST) ()LINE?
S7	64	S2 AND S3
S8	39	S2 AND S4
S9	70	(S7 OR S8) AND (S5 OR S6)
S10	66	S9 AND IC=(G06F OR H04L)
S11	29	S10 NOT AD=20010515:20030515
S12	23	S11 NOT AD=20030515:20050901
S13	23	IDPAT (sorted in duplicate/non-duplicate order)
S14	22	IDPAT (primary/non-duplicate records only)
S15	1894	(AUTOMATE? OR PROGRAM? OR APPLICATION? OR SOFTWARE? OR BOT OR AGENT OR IA OR ROBOT) (2N) (SPAM? OR (UNWANTED OR UNSOLICITED) (N)S1 OR HELP OR ASSISTANCE?)
S16	59	S1 AND S15
S17	4	S16 AND S3
S18	378	S2(3N) (S2 OR S3) AND (PROCESS? OR ANALY? OR REPROCESS?)
S19	249	S18 AND (S5 OR S6)
S20	0	S9 AND S15
S21	232	S19 AND IC=(G06F OR H04L)
S22	1	S3 AND S4 AND S21
S23	335019	IC=(G6F-007 OR G06F-017)
S24	24798	MC=(T01-J11A1 OR T01-N01C OR T01-N01D)
S25	8732	S23 AND S24
S26	17	S25 AND S21
S27	16	S26 NOT (S17 OR S22 OR S14)
S28	3	S27 NOT AD=20010515:20040515
S29	2	S28 NOT AD=20040515:20050901
S30	33	S18 AND (CATALOG? OR INDEX? OR CATEGORI? OR SORT OR SORTING OR FILTER? OR HANDLE? OR HANDLING)
S31	29	S30 NOT (S27 OR S17 OR S22 OR S14)
S32	28	S31 AND (S24 OR IC=(G06F OR H04L))
S33	53040	(COMPOUND? OR EMBED? OR INTEGRAL? OR INTEGRAT? OR WITHIN? OR NESTED) (2N) (TEXT? OR BODY? OR MESSAG?)
S34	102	S1(5N)S33
S35	28	S34 AND (S2 OR S3)
S36	25	S35 AND (S24 OR IC=(G06F OR H04L))
S37	53	S36 OR S32
S38	18	S37 NOT AD=20010515:20040515
S39	18	S38 NOT AD=20040515:20050901
S40	11	S39 NOT S32

File 347:JAPIO Nov 1976-2005/Apr(Updated 050801)
(c) 2005 JPO & JAPIO

File 350:Derwent WPIX 1963-2005/UD,UM &UP=200551
(c) 2005 Thomson Derwent

22/9/1 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014980619 **Image available**
WPI Acc No: 2003-041134/200303
XRPX Acc No: N03-032231

Nested electronic mail documents parsing method using internet,
involves using analysis protocol on normalized components to
extract information relating to complaint
Patent Assignee: VERIZON LAB INC (VERI-N); BUFORD J F (BUFO-I); HUANG X
(HUAN-I)

Inventor: BUFORD J F; HUANG X
Number of Countries: 100 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200293428	A1	20021121	WO 2002US14327	A	20020506	200303 B
US 20030041126	A1	20030227	US 2001291148	P	20010515	200318
			US 2001941105	A	20010828	
AU 2002309652	A1	20021125	AU 2002309652	A	20020506	200452

Priority Applications (No Type Date): US 2001941105 A 20010828; US
2001291148 P 20010515

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200293428	A1	E	32	G06F-017/30	

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN
IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ
OM PH PL PT RO RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA
ZM ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZM ZW

US 20030041126 A1 G06F-007/00 Provisional application US 2001291148

AU 2002309652 A1 G06F-017/30 Based on patent WO 200293428

Abstract (Basic): WO 200293428 A1

NOVELTY - The complaint retrieved from a complainant is parsed
into several components and selected components are normalized.
An analysis protocol is used on one of the normalized components,
so as to extract the information relating to the complaint.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for
complaint parsing system.

USE - For parsing nested electronic mail documents over
computer network such as internet.

ADVANTAGE - The method handles all the complaints successfully,
and the processing of the complaints is done correctly and
automatically.

DESCRIPTION OF DRAWING(S) - The figure shows a flowchart
illustrating the process of the nested electronic mail
documents.

pp; 32 DwgNo 3/7

Title Terms: NEST; ELECTRONIC; MAIL; DOCUMENT; PARSE ; METHOD; ANALYSE ;
PROTOCOL; NORMALISE ; COMPONENT ; EXTRACT; INFORMATION; RELATED;
COMPLAINTS

Derwent Class: T01

International Patent Class (Main): G06F-007/00 ; G06F-017/30

File Segment: EPI

Manual Codes (EPI/S-X): T01-J11A1; T01-N01C; T01-N01D

?

32/5/18 (Item 16 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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015683237 **Image available**
WPI Acc No: 2003-745426/200370
XRPX Acc No: N03-597139

Electronic mail message processing method involves parsing header, body and attachment of received message for forming short notification message to be forwarded to intended recipient

Patent Assignee: AWASTHI N (AWAS-I)

Inventor: AWASTHI N

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030154254	A1	20030814	US 200276382	A	20020214	200370 B

Priority Applications (No Type Date): US 200276382 A 20020214

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing	Notes
US 20030154254	A1	14	G06F-015/16		

Abstract (Basic): US 20030154254 A1

NOVELTY - The header, body and **attachment** of an **e - mail** message received by a group assistant, are parsed to extract predetermined type of information to be provided to a message notification agent. The agent assembles the information in a notification message, which is a shorter version of **e - mail** message, and **forwards** the message to the intended recipients.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for message **processing** system.

USE - For managing electronic mail application for distributed computer network having client server environment.

ADVANTAGE - Provides positive impact on productivity of business while reducing the high stress level of employees in the business environment. Provides effective and efficient way for automated **handling** and **filtering** of e-mail. The use of short notification messages provides ease of e-mail **handling** by users having slow dial-up connections and/or wireless devices with low bandwidth and **processing** capacity. Assisted messaging provides intelligent notification at different types of end points based on user configurations.

DESCRIPTION OF DRAWING(S) - The figure shows a flowchart explaining the steps in e-mail message **process**.

pp; 14 DwgNo 3/8

Title Terms: ELECTRONIC; MAIL; MESSAGE; **PROCESS**; METHOD; PARSE; HEADER; BODY; ATTACH; RECEIVE; MESSAGE; FORMING; SHORT; NOTIFICATION; MESSAGE; FORWARDING; INTENDED; RECIPIENT

Derwent Class: T01

International Patent Class (Main): **G06F-015/16**

File Segment: EPI

32/5/27 (Item 25 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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013476673 **Image available**
WPI Acc No: 2000-648616/200063
XRPX Acc No: N00-480843

Electronic message forwarding **system**
Patent Assignee: FUJITSU LTD (FUIT)
Inventor: ARAKI H; HIRAO T; KUMAZAWA T; MATSUMOTO H; TAKAHASHI T
Number of Countries: 026 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1020806	A2	20000719	EP 2000300211	A	20000113	200063 B
JP 2000209262	A	20000728	JP 20004832	A	20000113	200063
US 6442589	B1	20020827	US 99231522	A	19990114	200259

Priority Applications (No Type Date): US 99231522 A 19990114

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 1020806	A2	E	22	G06F-017/60	
Designated States (Regional): AL AT BE CH DE DK ES FI FR GB GR IE IT LI					
LT LU LV MC MK NL PT RO SE SI					
JP 2000209262	A		14	H04L-012/54	
US 6442589	B1			G06F-013/00	

Abstract (Basic): EP 1020806 A2

NOVELTY - System comprises a **filter** selecting input messages to be forwarded based on user-defined **filter** criteria, a router for their destination with a form converter. The destinations are an e-mail address, pager, facsimile machine or telephone. A programmable information collector acquires WWW information to be **processed** as electronic messages.

USE - System is for selective **sorting** and **forwarding** of **electronic mail** and other data.

DESCRIPTION OF DRAWING(S) - The figure shows the message forwarding system.

pp; 22 DwgNo 3/14

Title Terms: ELECTRONIC; MESSAGE; FORWARDING; SYSTEM

Derwent Class: T01; W01; W02

International Patent Class (Main): **G06F-013/00 ; G06F-017/60 ; H04L-012/54**

International Patent Class (Additional): **H04L-012/58**

File Segment: EPI

40/5/3 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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015393716 **Image available**
WPI Acc No: 2003-455857/200343
XRPX Acc No: N03-362465

Text formatting method in electronic mail system, involves generating individualized messages based on embedded processing codes associated with electronic mail recipients.

Patent Assignee: GATEWAY INC (GATE-N)

Inventor: GILBERT T G

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6529942	B1	20030304	US 98221077	A	19981228	200343 B

Priority Applications (No Type Date): US 98221077 A 19981228

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6529942	B1	13	G06F-015/16		

Abstract (Basic): US 6529942 B1

NOVELTY - Processing codes specifying a format for a subset of text of the electronic mail message and associated with mail recipient, are **embedded** within the **electronic mail** message, and individualized messages are generated for the recipients based on the associated embedded processing codes.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (1) electronic mail message text formatting computer program product;
- (2) electronic mail message text formatting system;
- (3) individualized messages generating computer network; and
- (4) individualized messages generating computer program product.

USE - Used in electronic mail system.

ADVANTAGE - Allows an originating user of an electronic mail message to individually customize the text of the message based on the receiver identity, thereby avoiding duplication of the original message and enabling tailoring of the message for each recipient.

DESCRIPTION OF DRAWING(S) - The figure shows a flowchart of text formatting method in electronic mail system.
pp; 13 DwgNo 2/6

Title Terms: TEXT; FORMAT; METHOD; ELECTRONIC; MAIL; SYSTEM; GENERATE; INDIVIDUAL; MESSAGE; BASED; EMBED; PROCESS; CODE; ASSOCIATE; ELECTRONIC; MAIL; RECIPIENT

Derwent Class: T01

International Patent Class (Main): **G06F-015/16**

File Segment: EPI

40/5/9 (Item 7 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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013256169 **Image available**
WPI Acc No: 2000-428052/200037
XRPX Acc No: N00-319677

**Facsimile system connected to LAN extracts character data from the
received e-mail based on which e-mail data is converted to facsimile
transmission format**

Patent Assignee: MURATA KIKAI KK (MURK)
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2000151890	A	20000530	JP 98325717	A	19981116	200037 B

Priority Applications (No Type Date): JP 98325717 A 19981116
Patent Details:
Patent No Kind Lan Pg Main IPC Filing Notes
JP 2000151890 A 7 H04N-001/00

Abstract (Basic): JP 2000151890 A

NOVELTY - Extraction circuit extracts the predetermined character row within the text of electronic mail which is received from receiving circuit. The relieved character data is converted to the format which is suitable for facsimile transmission. Transmitting circuit forwards the converted electronic mail based on the extraction result.

USE - For facsimile connected to LAN.

ADVANTAGE - The information such as the telephone number of facsimile is described in the format of electronic mail based on the character row thereby simplifies designation of transmitting and receiving terminals.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of facsimile system.

pp; 7 DwgNo 2/5

Title Terms: FACSIMILE; SYSTEM; CONNECT; LAN; EXTRACT; CHARACTER; DATA; RECEIVE; MAIL; BASED; MAIL; DATA; CONVERT; FACSIMILE; TRANSMISSION; FORMAT

Derwent Class: T01; W01; W02

International Patent Class (Main): H04N-001/00

International Patent Class (Additional): G06F-013/00 ; H04L-012/66 ; H04N-001/32

File Segment: EPI

40/5/11 (Item 9 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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012887340 **Image available**
WPI Acc No: 2000-059174/200005
XRPX Acc No: N00-046399

Electronic mail **summary forwarding display procedure - involves extracting sentence containing essential expression within e - mail text divided per sentence, and forwarding and displaying extracted sentence and header for forwarding to terminal**

Patent Assignee: NIPPON TELEGRAPH & TELEPHONE CORP (NITE)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 11316762	A	19991116	JP 98122409	A	19980501	200005 B

Priority Applications (No Type Date): JP 98122409 A 19980501

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 11316762	A	9	G06F-017/30	

Abstract (Basic): JP 11316762 A

NOVELTY - The method involves extracting the sentence containing essential expression within the e-mail text divided per sentence as essential sentence. The extracted sentence and the header for **forwarding** of the received **e - mail** are then **forwarded** and displayed to a terminal. DETAILED DESCRIPTION - The method begins by extracting the header information and the e-mail text of a received **e - mail**. The header for **forwarding** is produced from the extracted header information while morphological analysis is performed to the extracted e-mail text. The analyzed e-mail text is then divided per sentence. The essential sentence is extracted from the divided e-mail text based on an essential expression table which describes essential expression. INDEPENDENT CLAIMS are also included for the following: the **e - mail summary forwarding display apparatus**; and the memory medium storing the **e - mail summary forwarding display program**.

USE - Used in e-mail system.

ADVANTAGE - Transmits contents of e-mail even when number of forwarding display characters is limited. DESCRIPTION OF DRAWING(S) - The figure shows a diagram for explaining the principle of the **e - mail summary forwarding display procedure**.

Dwg.1/16

Title Terms: ELECTRONIC; MAIL; SUMMARY; FORWARDING; DISPLAY; PROCEDURE; EXTRACT; SENTENCE; CONTAIN; ESSENTIAL; EXPRESS; MAIL; TEXT; DIVIDE; PER; SENTENCE; FORWARDING; DISPLAY; EXTRACT; SENTENCE; HEADER; FORWARDING; TERMINAL

Derwent Class: T01; W01

International Patent Class (Main): G06F-017/30

International Patent Class (Additional): G06F-013/00 ; H04L-012/54 ; H04L-012/58

File Segment: EPI

Set	Items	Description
S1	31063	EMAIL? OR (E OR ELECTRONIC OR DIGITAL) () (MAIL? OR MESSAG?)
S2	1028	S1(3N) (COMPOUND? OR NESTED OR FORWARD? OR ATTACHMENT? OR E-MBED? OR INTEGRAL?)
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S5	3059575	SPAM? OR COMPLAINT? OR HELP()DESK? OR PROBLEM? OR (ERROR OR FAULT) (N)REPORT? OR UNSOLICITED OR UNWANTED
S6	5149513	HEADER? OR BODY OR TEXT? OR ADDRESS? OR SOURCE(N)IP OR COMPONENT? OR (SECOND OR 2ND OR FIRST) ()LINE?
S7	64	S2 AND S3
S8	39	S2 AND S4
S9	70	(S7 OR S8) AND (S5 OR S6)
S10	66	S9 AND IC=(G06F OR H04L)
S11	29	S10 NOT AD=20010515:20030515
S12	23	S11 NOT AD=20030515:20050901
S13	23	IDPAT (sorted in duplicate/non-duplicate order)
S14	22	IDPAT (primary/non-duplicate records only)

File 347:JAPIO Nov 1976-2005/Apr(Updated 050801)
(c) 2005 JPO & JAPIO

File 350:Derwent WPIX 1963-2005/UD,UM &UP=200551
(c) 2005 Thomson Derwent

14/5/2 (Item 2 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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016420915 **Image available**
WPI Acc No: 2004-578828/200456
XRPX Acc No: N04-457404

Computer configuration testing method involves detecting user configurable security settings of computer, and comparing them with respective recommended security settings based on which user configurable security settings are corrected

Patent Assignee: NETWORKS ASSOC TECHNOLOGY INC (NETW-N)
Inventor: BOLIN C S; EMM D; HARRIS M
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6766458	B1	20040720	US 2000678690	A	20001003	200456 B

Priority Applications (No Type Date): US 2000678690 A 20001003
Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 6766458	B1	11	G06F-011/30	

Abstract (Basic): US 6766458 B1

NOVELTY - The testing method involves detecting user configurable security settings of computer, such as e-mail program setting which automatically runs script **embedded** within **e - mails** when e-mails are previewed, and comparing them with respective recommended security settings. Based on the comparison result, the user configurable security settings are corrected.

DETAILED DESCRIPTION - The other user configurable security settings are internet browser version identifier indicating whether or not predetermined security patches are applied. An internet browser setting indicating selection of a group of parameters associated with operation of the internet browser that corresponded to a predetermined level of security. An internet browser setting indicating that a user is prompted as to whether or not files downloaded through an internet link is to be saved. An application program setting indicating that whether or not any macro security feature associated with a computer file manipulated by the application program is automatically run upon opening the computer file. An application program setting indicating that whether or not a macro security features associated with the application program are activated. A file setting indicating whether or not a template file for computer files created by an application program is set as a read only file. A setting indicating whether or not script programs with files manipulated by the computer should be executed. A setting indicating that a file local to the computer is available for sharing through a network without any user authentication. A setting indicating that a file upon a network accessible to the computer is available for sharing through the network without any user authentication. A setting indicating whether or not file type extension are hidden when view computer file names using the computer. A setting indicating that the computer should attempted a boot for **removable** disk prior to attempting to boot from fixed disk.

INDEPENDENT CLAIMS are also included for the following:

- (1) apparatus for testing configuration of computer;
- (2) computer program product for testing computer; and
- (3) method for protecting computer against security **problems**.

USE - For testing configuration of computer.

ADVANTAGE - Reduces malicious attack on computer without degrading user's ability to configure computer to suit their own preferences to any significant degree.

DESCRIPTION OF DRAWING(S) - The figure shows a flowchart explaining computer testing method.

pp; 11 DwgNo 3/4

Title Terms: COMPUTER; CONFIGURATION; TEST; METHOD; DETECT; USER;
CONFIGURATION; SECURE; SET; COMPUTER; COMPARE; RESPECTIVE; RECOMMENDED;
SECURE; SET; BASED; USER; CONFIGURATION; SECURE; SET; CORRECT

Derwent Class: T01

International Patent Class (Main): G06F-011/30

International Patent Class (Additional): G06F-012/14

File Segment: EPI

14/5/4 (Item 4 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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015662022 **Image available**
WPI Acc No: 2003-724209/200369
XRPX Acc No: N03-579140

Electronic communication method involves opening electronic attachment by computer and formatting contents into another electronic message by standard protocol

Patent Assignee: OPENSARK INC (OPEN-N); SANYO ELECTRIC CO LTD (SAOL)
Inventor: ANG R R; CHAN R M; CHANG D; TONG T
Number of Countries: 002 Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002091885	A	20020329	JP 2001135081	A	20010502	200369 B
US 6598076	B1	20030722	US 2000563777	A	20000502	200369

Priority Applications (No Type Date): US 2000563777 A 20000502

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2002091885	A	38	G06F-013/00	
US 6598076	B1		G06F-015/16	

Abstract (Basic): JP 2002091885 A

NOVELTY - An **electronic message** having **electronic attachment** transmitted from a device to a receiver, is stored in a server. The attachment is opened by a computer, and the contents are formatted into another electronic message by a standard protocol. The receiver receives the original **electronic mail** having **attachment** and the message.

USE - For providing electronic communication between device and receiver.

ADVANTAGE - A user can read the electronic **attachment** given to e - **mail** by operating non-versatile internet instrument or a radio device of personal computer (PC) and can hold the e-mail for processing by PC.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram explaining the electronic communication method. (Drawing includes non-English language **text**).

pp; 38 DwgNo 1/1

Title Terms: ELECTRONIC; COMMUNICATE; METHOD; OPEN; ELECTRONIC; ATTACH;
COMPUTER; FORMAT; CONTENT; ELECTRONIC; MESSAGE; STANDARD; PROTOCOL

Derwent Class: T01; W01

International Patent Class (Main): **G06F-013/00 ; G06F-015/16**

International Patent Class (Additional): **H04L-012/58**

File Segment: EPI

14/5/5 (Item 5 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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015393716 **Image available**
WPI Acc No: 2003-455857/200343
XRPX Acc No: N03-362465

Text formatting method in electronic mail system, involves generating individualized messages based on embedded processing codes associated with electronic mail recipients

Patent Assignee: GATEWAY INC (GATE-N)
Inventor: GILBERT T G
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6529942	B1	20030304	US 98221077	A	19981228	200343 B

Priority Applications (No Type Date): US 98221077 A 19981228

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6529942	B1	13	G06F-015/16		

Abstract (Basic): US 6529942 B1

NOVELTY - Processing codes specifying a format for a subset of text of the electronic mail message and associated with mail recipient, are embedded within the electronic mail message, and individualized messages are generated for the recipients based on the associated embedded processing codes.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

(1) electronic mail message text formatting computer program product;

(2) electronic mail message text formatting system;

(3) individualized messages generating computer network; and

(4) individualized messages generating computer program product.

USE - Used in electronic mail system.

ADVANTAGE - Allows an originating user of an electronic mail message to individually customize the text of the message based on the receiver identity; thereby avoiding duplication of the original message and enabling tailoring of the message for each recipient.

DESCRIPTION OF DRAWING(S) - The figure shows a flowchart of text formatting method in electronic mail system.

pp; 13 DwgNo 2/6

Title Terms: TEXT ; FORMAT; METHOD; ELECTRONIC; MAIL; SYSTEM; GENERATE; INDIVIDUAL; MESSAGE; BASED; EMBED; PROCESS; CODE; ASSOCIATE; ELECTRONIC; MAIL; RECIPIENT

Derwent Class: T01

International Patent Class (Main): G06F-015/16

File Segment: EPI

14/5/14 (Item 14 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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014014371 **Image available**
WPI Acc No: 2001-498585/200155
XRPX Acc No: N01-369549

Electronic mail message anti-virus system removes tags indicating presence of operable program code from scanned electronic mail message
Patent Assignee: GFI FAX & VOICE LTD (GFIF-N); GALEA N P A (GALE-I)
Inventor: GALEA N; GALEA N P A
Number of Countries: 002 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
GB 2357939	A	20010704	GB 200016553	A	20000705	200155 B
US 20020004908	A1	20020110	US 2001812409	A	20010320	200208
GB 2357939	B	20020515	GB 200016553	A	20000705	200240

Priority Applications (No Type Date): GB 200016553 A 20000705

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
GB 2357939	A	28	G06F-011/00	
US 20020004908	A1		G06F-011/30	
GB 2357939	B		G06F-001/00	

Abstract (Basic): GB 2357939 A

NOVELTY - An electronic mail analyzing **component** comprises plug-in modules for analyzing and scanning electronic mail message for tags indicating the presence of operable program code. The tags and operable code are **removed** from the electronic message before the message is delivered to the intended recipient.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (a) Method for **removing** virus from e-mail message;
- (b) Program for **removing** virus from e-mail message;
- (c) Computer program product containing program for **removing** virus from e-mail messages

USE - For **removing** virus from electronic mail messages.

ADVANTAGE - The system does not seek to determine whether program coding included with an electronic message is malicious or not, but **removes** the capability of such an electronic mail message to execute the program, thereby securing the recipient against all current, future and one-off viruses.

DESCRIPTION OF DRAWING(S) - The figure shows the flowchart explaining the method of **removing** operable program code and **attachment** of **electronic mail message**.

pp; 28 DwgNo 1/7

Title Terms: ELECTRONIC; MAIL; MESSAGE; ANTI; VIRUS; SYSTEM; **REMOVE** ; TAG; INDICATE; PRESENCE; OPERATE; PROGRAM; CODE; SCAN; ELECTRONIC; MAIL; MESSAGE

Derwent Class: T01

International Patent Class (Main): **G06F-001/00** ; **G06F-011/00** ; **G06F-011/30**

International Patent Class (Additional): **H04L-009/00**

File Segment: EPI

14/5/15 (Item 15 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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013966957 **Image available**
WPI Acc No: 2001-451171/200148
Related WPI Acc No: 2001-308851
XRPX Acc No: N01-334068

Internet delivery of legal services involves providing accessible web site for users, searching database for suitable lawyer, sending query of user to chosen lawyer, and sending response to user through email

Patent Assignee: LOVIG B L (LOVI-I)

Inventor: LOVIG B L

Number of Countries: 094 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200109781	A2	20010208	WO 2000CA877	A	20000728	200148 B
CA 2279053	A1	20010128	CA 2279053	A	19990728	200148
AU 200064191	A	20010219	AU 200064191	A	20000728	200148

Priority Applications (No Type Date): CA 2279053 A 19990728

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200109781 A2 E 26 G06F-017/60

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP
KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT
RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW

CA 2279053 A1 E H04L-012/16

AU 200064191 A G06F-017/60 Based on patent WO 200109781

Abstract (Basic): WO 200109781 A2

NOVELTY - The method involves providing a web site accessible to users on a network through client terminals and server. After obtaining on-line payment from an identified user, a database is searched for a suitable lawyer. When a lawyer is selected, the email **address** and query of the user is forwarded to the chosen lawyer. Upon reading the query, the lawyer can reply to the user through email.

DETAILED DESCRIPTION - The server used in the network is adapted to receive and **forward email** messages, store a database of email **addresses** for recipient lawyers **indexed** by jurisdiction, practice area and geographical **address**, maintain user accounts, and conduct e-commerce transactions to obtain payments from users and lawyers. The client's name and **address** is identified for selecting suitable lawyer from the database. The search result is displayed to the user for selection. The chosen lawyer, which is notified through email, can check the query of the user for conflict of interest and for accepting or rejecting the query. The lawyer can post a password-protected reply to the query on the web site.

USE - For computerized delivery of legal services.

ADVANTAGE - Ensures quick and inexpensive system for delivering legal services on-line over the Internet while retaining solicitor/client privilege. Redisplays search fields with data user entered to allow for quick modifications to original query for resubmission. Enables lawyer to service client by answering client questions and estimating costs for taking the case forward through the Internet.

DESCRIPTION OF DRAWING(S) - The figure shows the flowchart for Internet delivery of legal services.

pp; 26 DwgNo 2/2

Title Terms: DELIVER; LEGAL; SERVICE; ACCESS; WEB; SITE; USER; SEARCH;
DATABASE; SUIT; SEND; QUERY; USER; CHOICE; SEND; RESPOND; USER; THROUGH

Derwent Class: T01

International Patent Class (Main): G06F-017/60 ; H04L-012/16

International Patent Class (Additional): H04L-012/14 ; H04L-012/54

File Segment: EPI

14/5/19 (Item 19 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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013404799 **Image available**
WPI Acc No: 2000-576737/200054
XRPX Acc No: N00-427187

E - mail forwarding method involves forwarding received e - mail
to corresponding inquiry window based on similarity between document in
index text file and inquiry text of received e-mail

Patent Assignee: HITACHI JOHO SYSTEMS KK (HITA-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2000231520	A	20000822	JP 9932964	A	19990210	200054 B

Priority Applications (No Type Date): JP 9932964 A 19990210

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2000231520	A		10 G06F-013/00	

Abstract (Basic): JP 2000231520 A

NOVELTY - The documents showing inquiry content for each inquiry windows (5a-5n) are stored in **index text** file (9). During reception of e-mail, a search unit (2) searches specific document in **text** file which is similar to inquiry **text** from received **e - mail**. A **forwarding** unit (3) **forwards** the **e - mail** to specific inquiry window corresponding to document with high similarity.

DETAILED DESCRIPTION - The inquiry content of **e - mail** is **forwarded** to specific inquiry window, based on similarity between stored documents and received e-mail contact. If inquiry **text** of received e-mail and document in **index text** file does not reach any threshold value, the **e - mail** is **forwarded** to management unit (6). An INDEPENDENT CLAIM is also included for recording medium for storing **e - mail forwarding** program.

USE - For **forwarding e - mail** using help disk system.

ADVANTAGE - **Forwarding** accuracy of received **e - mail** is increased and operation burden of in-charge person is reduced.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of **component** of help disk system.

Search unit (2)

Forwarding unit (3)

Inquiry windows (5a-5n)

Management window (6)

Index text file (9)

pp; 10 DwgNo 1/4

Title Terms: MAIL; FORWARDING; METHOD; FORWARDING; RECEIVE; MAIL;
CORRESPOND; ENQUIRY; WINDOW; BASED; SIMILAR; DOCUMENT; **INDEX** ; **TEXT** ;
FILE; ENQUIRY; **TEXT** ; RECEIVE; MAIL

Derwent Class: T01; W01

International Patent Class (Main): **G06F-013/00**

International Patent Class (Additional): **H04L-012/54 ; H04L-012/58**

File Segment: EPI

14/5/20 (Item 20 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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011704071 **Image available**
WPI Acc No: 1998-120981/199811
XRPX Acc No: N98-096152

Web server for processing digital documents - converts digital document into HTML format stores in directory structure and updates index , uses access program to assign database directories to individual users, displays web pages, and relates E - mail attachments to stored mail

Patent Assignee: LEXTRON SYSTEMS INC (LEXT-N)

Inventor: KIKINIS D

Number of Countries: 019 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9803928	A1	19980129	WO 97US12628	A	19970718	199811 B

Priority Applications (No Type Date): US 96685025 A 19960723

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
WO 9803928	A1 E	12	G06F-017/40	

Designated States (National): CN JP

Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE

Abstract (Basic): WO 9803928 A

The web server system processes and provides digital documents and includes a receiver converter for receiving digital documents and for converting them into hyper- text mark-up Language (HTML) format. A directory structure provides a database. An **index** lists the contents of the database.

The receiver converter converts the digital document into HTML format and stores it in the directory structure and updates the **index** . An access program assigns database directories to individual users and displays web pages. **Attachments** in incoming **E - mail** are related to stored mail as hyper-links to the web page.

USE - Relates to area of multimedia document handling and cross media access of such documents on Internet, Intranet and Telephony networks.

ADVANTAGE - Does not limit number of users that can be serviced concurrently by one server.

Dwg.2/2

Title Terms: WEB; SERVE; PROCESS; DIGITAL; DOCUMENT; CONVERT; DIGITAL; DOCUMENT; FORMAT; STORAGE; DIRECTORY; STRUCTURE; UPDATE; **INDEX** ; ACCESS; PROGRAM; ASSIGN; DATABASE; DIRECTORY; INDIVIDUAL; USER; DISPLAY; WEB; PAGE; RELATED; MAIL; ATTACH; STORAGE; MAIL

Derwent Class: T01; W01

International Patent Class (Main): **G06F-017/40**.

File Segment: EPI

14/5/21 (Item 21 from file: 347)
DIALOG(R) File 347:JAPIO
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07302797 **Image available**

METHOD FOR ACQUIRING MAIL SERVER INFORMATION, MAIL SERVER, AND INFORMATION
RECORDING MEDIUM

PUB. NO.: 2002-171277 [JP 2002171277 A]
PUBLISHED: June 14, 2002 (20020614)
INVENTOR(s): TAKINO SHINGO
APPLICANT(s): NTT COMWARE CORP
APPL. NO.: 2000-365978 [JP 2000365978]
FILED: November 30, 2000 (20001130)
INTL CLASS: H04L-012/54 ; H04L-012/58 ; G06F-013/00

ABSTRACT

PROBLEM TO BE SOLVED: To provide an information acquisition method which easily and quickly acquires information of plurality of mail server, a mail server, and an information recording medium with its program recorded.

SOLUTION: A representative mail server arranged at a connection point to the Internet collects **header** information of an electronic mail delivered to the Internet from this mail server (steps SP1 and SP2). Next, the representative mail server extracts names of mail servers, which have **forwarded** the **electronic mail**, from collected **header** information in the order of forwarding and arranges them in a hierarchical structure corresponding to the order of forwarding to generate a site **map** of plurality of mail server in a network system (steps SP3 and SP4).

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Set	Items	Description
S1	68035	EMAIL? OR (E OR ELECTRONIC OR DIGITAL) () (MAIL? OR MESSAG?)
S2	540	S1(3N) (COMPOUND? OR NESTED OR FORWARD? OR ATTACHMENT? OR EMBED? OR INTEGRAL? OR (WITHIN OR PART() "OF" OR ENTWINED OR BURIED) (N) (BODY OR TEXT))
S3	4712955	PARS? OR TOKENI? OR INDEX? OR MAP OR MAPPING OR MAPS OR MAPPED OR SPLIT OR SPLITS OR SPLITTING OR SEPARAT?
S4	2127492	STRIP? OR REMOV? OR REWIT? OR REFORMAT? OR REARRANG? OR STANDARDI? OR NORMALI? OR FORMATTING
S5	4574566	SPAM? OR COMPLAINT? OR HELP()DESK? OR PROBLEM? OR (ERROR OR FAULT) (N)REPORT? OR UNSOLICITED OR UNWANTED
S6	5909176	HEADER? OR BODY OR TEXT? OR ADDRESS? OR SOURCE(N) IP OR COMPONENT? OR (SECOND OR 2ND OR FIRST) ()LINE?
S7	2224049	CATALOG? OR CATEGORI? OR FILTER? OR SORTS OR SORTED OR SORTING OR RANK? OR SORTING OR HANDLE OR HANDLING OR HANDLES
S8	48050	(AUTOMATE? OR PROGRAM? OR APPLICATION? OR TOOL OR TOOLS OR SOFTWARE? OR MODULE? OR AGENT? OR BOT OR BOTS OR ROBOT) (3N) (SPAM? ? OR (UNWANTED OR UNSOLICITED) (N)S1 OR HELP OR ASSISTANC? OR HELPDESK)
S9	7	S2 AND (S3 OR S4) AND S5
S10	0	S2(3N) (S3 OR S4) AND S8
S11	59	S2 AND (S3 OR S4)
S12	3	S2 AND S7 AND S8
S13	62	S9 OR S11 OR S12
S14	52	RD (unique items)
S15	20	S14 NOT PY>2001
File	8: Ei	Compendex(R) 1970-2005/Jul W5 (c) 2005 Elsevier Eng. Info. Inc.
File	35:	Dissertation Abs Online 1861-2005/Jul (c) 2005 ProQuest Info&Learning
File	65:	Inside Conferences 1993-2005/Aug W1 (c) 2005 BLDSC all rts. reserv.
File	2:	INSPEC 1969-2005/Jul W5 (c) 2005 Institution of Electrical Engineers
File	94:	JICST-EPlus 1985-2005/Jun W3 (c) 2005 Japan Science and Tech Corp (JST)
File	111:	TGG Natl. Newspaper Index (SM) 1979-2005/Aug 11 (c) 2005 The Gale Group
File	6:	NTIS 1964-2005/Jul W5 (c) 2005 NTIS, Intl Cpyrght All Rights Res
File	144:	Pascal 1973-2005/Jul W5 (c) 2005 INIST/CNRS
File	434:	SciSearch(R) Cited Ref Sci 1974-1989/Dec (c) 1998 Inst for Sci Info
File	34:	SciSearch(R) Cited Ref Sci 1990-2005/Aug W1 (c) 2005 Inst for Sci Info
File	62:	SPIN(R) 1975-2005/May W5 (c) 2005 American Institute of Physics
File	99:	Wilson Appl. Sci & Tech Abs 1983-2005/Jul (c) 2005 The HW Wilson Co.
File	95:	TEME-Technology & Management 1989-2005/Jul W1 (c) 2005 FIZ TECHNIK
File	60:	ANTE: Abstracts in New Tech & Engineer 1966-2005/Jul (c) 2005 CSA.
File	57:	Electronics & Communications Abstracts 1966-2005/Jul (c) 2005 CSA.
File	56:	Computer and Information Systems Abstracts 1966-2005/Jul (c) 2005 CSA.

15/5/1 (Item 1 from file: 8)
DIALOG(R)File 8: Ei Compendex(R)
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04676056 E.I. No: EIP97043627895

Title: EZ reader: Embedded AI for automatic electronic mail interpretation and routing

Author: Rice, Amy; Hsu, Julie; Angotti, Anthony; Piccolo, Rosanna

Corporate Source: Brightware, Inc

Conference Title: Proceedings of the 1996 8th Conference on Innovative Applications of Artificial Intelligence

Conference Location: Portland, OR, USA Conference Date: 19960804-19960808

Sponsor: AAAI

E.I. Conference No.: 46256

Source: Innovative Applications of Artificial Intelligence - Conference Proceedings 1996. AAAI, Menlo Park, CA, USA. p 1507-1517

Publication Year: 1996

CODEN: 85PZAB

Language: English

Document Type: CA; (Conference Article) Treatment: G; (General Review)

Journal Announcement: 9706W2

Abstract: EZ Reader is an intelligent electronic mail (email) reader that employs a unique combination of rule-based **parsing** and case-based reasoning to automatically and with a high level of accuracy classify and respond to large volumes of incoming email. EZ Reader reduces the time and human resources required to handle incoming email by selecting responses and adding attachments and advice to each incoming message based on how previous similar messages were handled. The application, developed for Chase Manhattan Bank using Brightware, Inc.'s ART*Enterprise tool, answers emails automatically and decreases processing time for those requiring manual review. Phase I of EZ Reader was deployed in the first quarter of 1996, and handles up to 80% of incoming mail automatically, depending on message content. Later phases will enable automatic processing of a wider variety of messages. By dramatically reducing the effort associated with manual processing, EZ Reader will pay its own development costs within six months and will result in substantial, recurring dollar savings each year. This paper describes EZ Reader in detail, including its AI-based design, testing, implementation and development history. (Author abstract) 4 Refs.

Descriptors: *Artificial intelligence; Electronic mail; Online systems; Data handling; Knowledge based systems

Identifiers: Rule based **parsing**; Case based reasoning

Classification Codes:

723.4.1 (Expert Systems)

723.4 (Artificial Intelligence); 723.5 (Computer Applications); 722.4 (Digital Computers & Systems); 723.2 (Data Processing)

723 (Computer Software); 722 (Computer Hardware)

72 (COMPUTERS & DATA PROCESSING)